

County of San Diego, Health and Human Services Agency (HHSA)

Program Guide

Quality Control Reviews – Employment Services

Number

10-300.D

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Background:

Welfare-to-Work (WTW) Employment Services are provided by contracted staff. Eligibility Operations (EO) monitors the contractor's compliance with the CalWORKs Program Guide (CPG) through Quality Control (QC) reviews.

Policy:

EO is responsible for the overall performance of the contract. This includes contract monitoring, which determines if the contractor is performing the contracted services, and contractor evaluation. The evaluation process will determine the effectiveness of the contractor's service delivery process and, to the extent possible, whether the delivered service is accomplishing that which the County intended.

[Board of Supervisors Policy A-81 Procurement of Contract Services](#)

Contractors are required to ensure integrity of outcome objectives and program compliance. The contractor must implement a quality control process using the County provided quality assurance (QA) tool to review one hundred percent (100%) of Welfare To Work cases for outcome service delivery including, documentation and program compliance pursuant to the CalWORKs Program Guide. Contractors must maintain and submit monthly Quality Assurance Status Reports to the County.

Statement of Work

Procedure:

The WTW Contractor will:

1. Implement a quality control process.
2. Complete monthly case reviews utilizing the Rushmore Case Review System (CRS) based on [Processing Guide 10-300.D1](#).
3. Obtain QA reports utilizing the Rushmore CRS.
4. Submit a monthly QA Status Report to Eligibility Operations.

Eligibility Operations Staff will:

1. Conduct monthly case reviews of each Employment Services contractor utilizing the Rushmore CRS based on [Processing Guide 10-300.D1](#).
2. Provide Employment Services contractors with error trend data, recommendations, and program support.

Other Program Impacts:

N/A

References:

[CalWORKs Program Guide](#)

[Board of Supervisors Policy A-81 Procurement of Contract Services](#)

Statement of Work

Sunset Date:

This policy will be reviewed for continuance on or by 10/31/2018

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